

Information Technology Resource Management Council (ITRMC)

Access Idaho Steering Committee

Meeting Minutes

(Approved by Committee February 21, 2002)

January 24, 2002

The Access Idaho Steering Committee monthly meeting was held on Thursday, January 24, 2002 from 1:30 to 2:10 p.m., in the East Conference Room of the JRW Building, Boise, ID.

CALL TO ORDER, WELCOME

Chairman Bill Farnsworth, who welcomed members and others in attendance, called the meeting to order.

ATTENDANCE

Members Present:

Mr. Bill Farnsworth, ITRMC Staff
Mr. Chuck Goodenough, Secretary of State
Mr. John McAllister, Department of Labor
Mr. Scott Somerhalder, Access Idaho
Mr. Rob Spofford, Department of Water Resources

Absent Members:

Mr. Mark Little, Division of Purchasing
Ms. Susan Simmons, Transportation Department

Others Present:

Mr. John Eckerle, Department of Administration
Mr. Don Fournier, ITRMC Staff
Ms. Emily Gales, ITRMC Staff
Mr. Jeff Walker, Access Idaho

BACKGROUND

Access Idaho is the official name for the State of Idaho Internet portal, or "electronic front-door", for citizen access to online government services and information. The State of Idaho established a statewide contract for portal services in December 1999, creating a public-private partnership with Idaho Information Consortium (IIC). IIC is an affiliate of the National Information Consortium (NIC), the nation's leading provider of Internet electronic government services. On May 3, 2000, Idaho officially launched www.accessidaho.org. The portal includes a re-designed State of Idaho Home Page, for easy access to all agency Web sites, where a variety of E-Government applications are being developed. The portal is designed to streamline citizen access to Idaho government services and information. As the state's Portal Provider, IIC will be assisting state agencies in the development of Internet applications, as well as Web page design. The Steering Committee has been appointed by ITRMC to oversee the progress of Access Idaho.

REPORT FROM ACCESS IDAHO

Scott Somerhalder, Access Idaho, reviewed the Access Idaho **General Manager's (GM) Report**.

- Access Idaho (AI) finished the year with a **preview of what the future will bring to the Portal**
 - New State of Idaho homepage would be launched on Monday, January 28th (the new homepage was designed to improve access to the online services developed by Access Idaho)
 - Standards were established to allow AI's billing system to connect with applications not built by the Portal
 - With the December launch of the Idaho State Tax Commission's (STC) new Tax Payment Portal, AI captured over \$1 million in electronic funds in two weeks
 - AI will again work with NIC to produce a story on the STC's Payment Portal and 40EZ filing (launched January 2002)
 - The applications built in 2001 helped the Portal build a framework of hardware and intellectual capital that will accelerate the development of e-government services in 2002
- In November and December, **AI's marketing staff** worked with the Department of Labor's Public Information Officer (PIO) to get the word out to 40,000 businesses about the new online Unemployment Insurance (UI) Tax filing application. Through a press release, two mailers, and locating the UI application link on the homepage, over 100 inquiries were fielded.
 - The application had forty registered users and had completed three transactions before the quarter's end.
- On a **national marketing level**, the Portal used its parent company's (NIC) cooperative agreement with America Online (AOL) to highlight Idaho's new online services through AOL's Government Guide.
- Somerhalder, along with Pam Ahrens (Director, Department of Administration and ITRMC Chairman), was scheduled to appear on the **Channel 2 morning show** (January 28th) to promote digital government (including promotion of ITRMC's Digital Government Day) and announce the launch of the new State of Idaho homepage. Jeff Walker, Access Idaho's Director of Marketing, arranged this television promotion.
- In November 2001, Access Idaho acted as the Division of Building Safety's (DBS) PIO to make people aware of DBS's newly launched plumbing application.
- To increase the public's understanding of the state's homepage as Idaho's front door to e-government, the Portal pitched story ideas to the Idaho Statesman and Spokesman Review.
- The first quarter of 2002 will involve the **marketing of the Idaho Transportation Department's (ITD) Interactive Drivers License Records (DLR) application**, (AI's number one revenue-producing application) to current subscribers. The application would go live the week of Jan. 28th.
 - In the next three months, AI would launch three more applications dealing with DLR's: personal DLR purchase, government DLR search, and an Explore Information Services purchasing/monitoring service.
- The beta testing period for ITD's 120-hour commercial trip permits was in process.

- The agreement between the Portal and ITD for a dedicated developer was complete, and would be reviewed for approval by the Committee later in the meeting.
- In a continuing effort to brand Access Idaho as the state's front door to e-government, the Portal had scheduled time to speak with local Rotary Clubs, morning TV news shows, and initiated an awards program recognizing student achievement in the Boise and Meridian school systems.
- An effort would be made to promote AI's modular billing system to agencies. This system is a time and cost savings tool for agencies wishing to develop online applications that need secure e-check and/or credit card transactions with the lowest possible bank fees.
- The Portal turned over the Department of Insurance license renewal application to the agency for beta testing. Final beta testing changes were expected before the end of January, with a launch following shortly thereafter.
- AI and the Department of Finance finished negotiating the Service Level Agreement for the use of the Portal's billing gateway (see first bullet).
- The Portal completed development on **changes to its billing system** to allow agencies to receive the gross amounts for services transacted online by the agencies.
- **New projects under consideration** include working with the Department of Correction to post a searchable database of parolees; updates to the Idaho Real Estate Commission application; and the release of improvements to UCC billing reports. AI's dedicated developer will move forward on the list of applications provided by ITD, with the next project being overweight permits.
- **Six guidelines were established for the revision of the state homepage** and its inside content: new but still familiar look and feel; flexible sizing and scrolling; highlighted online services; more flexibility with icons; improved news and headline rotation; and updated categories based upon Web trends.
 - Some **new features** include: ability to provide online comments; creation of an Idaho 'Cultural Communities' page; designated area for kids and teachers; reorganization of some left-side toolbars; and some verbiage changes.
- **Access Idaho's Creative team** would soon begin meeting with the Department of Environmental Quality, the Department of Water Resources, South Central District Health, and the Idaho Rangeland Committee to scope out projects and timelines for 2002.

MOTION TO APPROVE ACCESS IDAHO / IDAHO TRANSPORTATION DEPT. MOU

Chairman Farnsworth explained the Memorandum of Understanding (MOU) between Access Idaho and the Idaho Transportation Department was fairly simple and straightforward.

Rob Spofford moved and John McAllister seconded a motion to approve the Access Idaho / Idaho Transportation Department MOU, and the motion passed unanimously.

MOTION TO APPROVE DEPARTMENT OF FINANCE SERVICE LEVEL AGREEMENT

Chairman Farnsworth advised the Department of Finance Service Level Agreement (SLA) dealt with the collection of money. There was some discussion regarding credit card fees.

Rob Spofford moved and John McAllister seconded a motion to adopt the Department of Finance SLA, and the motion passed unanimously.

NEW BUSINESS

Chairman Farnsworth mentioned he kept in close contact with state agencies, and regularly received positive feedback on Access Idaho's development and operation.

ADJOURNMENT

As there was no other new business to come before the Committee, Chairman Farnsworth thanked those in attendance and adjourned the meeting at 2:10 p.m. The next Access Idaho Steering Committee meeting is scheduled for Thursday, February 21, 2001 from 2:30 - 4:00 p.m. in the East Conference Room, J.R. Williams Building.

Respectfully submitted,

Emily Gales
ITRMC Assistant